WASHINGTON STATE EMPLOYMENT OPPORTUNITY

DEPARTMENT OF REVENUE
1025 Union Avenue SE ◆ PO Box 47463 - Olympia, WA 98504-7463
(360) 570-6181 ◆ FAX (360) 664-0658 ◆ TDD/TTY (360) 664-0580

Recruitment
Announcement #: 41064-OC

Opens: April 3, 2002
Closes: open until further notice

TAX INFORMATION SPECIALIST 1 (15122)

SALARY: $2,413 - $3,059 per month (Range 40)

LOCATION: The register established by this recruitment will be used to fill part-time and full-time vacancies as they occur in Lacey.

WHO MAY APPLY: This recruitment is open to all interested candidates who meet the minimum qualifications.
NOTE: Candidates currently on the register need not reapply.

The Washington State Department of Revenue is an equal opportunity employer. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons of disability needing assistance in the application/testing process, or those needing this job announcement in an alternative format, may call Sandy Davis at (360) 570-6175, TDD/TTY (360) 664-0580.

SEND TO: Interested applicants should submit their applications to the Washington State Department of Revenue's Office of Human Resources at PO Box 47463, Olympia WA 98504-7463. All applications must be received in Office of Human Resources by the closing date of the bulletin.

SPECIAL NOTE: The application form must be filled out completely. No additional information will be accepted after the closing date of the bulletin. Résumés or attachments will not be accepted in lieu of the employment history under part #4. Prior to any new appointment into the Department of Revenue, a background check will be conducted.

PRIMARY DUTIES: In the Taxpayer Services Division of the Washington State Department of Revenue, at the journey level, independently provides in person and/or telephone assistance to taxpayers, tax practitioners and the public in determining tax liability of complex business transactions and reporting instructions for past, current and future tax liabilities. Provides authoritative information to taxpayers and employees on tax policy changes, new legislation and industry specific targeted education.

MINIMUM QUALIFICATIONS: A Bachelor's degree in business or public administration, accounting, public finance or closely allied field AND one year of professional experience in tax administration, tax auditing or tax collection.

OR

Three years as a Tax Service Representative.

Additional qualifying experience may substitute, year for year, for education.

EXAMINATION PROCEDURE: The examination will consist of an evaluation of your experience and training and is weighted 100%. The test questions are printed on this recruitment announcement and must be submitted with your state application by the closing date of the bulletin. We will mail you your score, but we cannot tell you your ranking on the list of job applicants.

SEE NEXT PAGE FOR EXAMINATION

INSTRUCTIONS: Type or write your answers to these questions on additional sheets of paper, numbering your answers to correspond with each item listed. Place your name and social security number on each sheet of paper and attach the sheets to your completed application. **NOTE: The raters will score only those answers that follow the instructions.**

For each item below, describe the work experiences and/or training that best demonstrate your abilities. Be specific in listing job titles, length of employment, and key tasks performed. For formal training, list course titles, number of hours completed, and the school or sponsoring organization.

Customer Service. Describe the training and/or work experience that best demonstrate your ability to provide customer service in the following areas:

1. Working in a fast paced or high volume customer service environment. Describe your most challenging positions and briefly explain what made them challenging.

2. Using listening, communication, and problem solving skills to deal with sensitive or complex customer issues. Be specific about the kinds of problems you handled. Explain what made those problems sensitive or complex and how you used your skills to help the customer resolve the problem.

3. Using research skills to access information and respond to customer inquiries. Briefly describe the typical request and your research process. Be specific about the resources you used (e.g. books, manuals, computer information systems). If you did different kinds of research depending upon the issue, briefly explain how you decided what kind of research to do.

Business, Taxation, and Collections. Describe the training and/or work experience that best demonstrates your knowledge and ability in the following areas:

4. Your knowledge of business, taxation, and accounting. Specify any relevant degrees or individual courses completed. Describe any work experience in which you used your knowledge.

5. Working in a collections environment. What were your duties, and how did your experience provide exposure to collections issues?

6. Interpreting tax law provisions and providing assistance or advice to others. Be specific about the tax laws with which you worked. Did the tax issues differ very much depending on the customer? If so, briefly explain. Also, briefly describe how you developed and communicated your answers to the customer.

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